

1 2. (Original) A method as recited in claim 1, wherein the first computer
2 is a server appliance.

3
4 3. (Original) A method as recited in claim 1, wherein generating the
5 second Web page further comprises:

6 generating the second Web page in a format that is compatible with a
7 platform of the second computer, the platform comprising a hardware platform, an
8 operating system platform, a Web browser type indication, a software version
9 indication, a preferred language indication, an intended use of the second
10 computer, and/or predetermined preferences of a user.

11
12 4. (Original) A method as recited in claim 1, before receiving the
13 request, further comprising:

14 communicating, by the first computer, a Web-based UI to the second
15 computer, the first computer being operatively coupled over a network to the
16 second computer, the Web-based UI comprising a first Web page corresponding to
17 one or more predetermined functions of the first computer.

18
19 5. (Original) A method as recited in claim 1, further comprising:
20 responsive to determining the context sensitive help information, retrieving
21 the context sensitive help information from one or more help files.

1 6. (Original) A method as recited in claim 1, before receiving the
2 request, further comprising:

3 communicating, by the first computer, a Web-based UI to the second
4 computer, the first computer being operatively coupled over a network to the
5 second computer, the Web-based UI comprising a first Web page corresponding to
6 one or more predetermined functions of the first computer, the first Web page
7 comprising a unique ID and a persistent help object that is mapped to a URL of the
8 first computer, the URL comprising the unique ID; and

9 wherein determining the context sensitive help information is based on the
10 unique ID.

11
12 7. (Original) A method as recited in claim 6:

13 wherein the URL further comprises a reference to one or more computer
14 programs on the first computer; and

15 wherein the operations of determining the context-sensitive help and
16 retrieving the context sensitive help are performed by the one or more computer
17 programs that use a server-side scripting interface.

18
19 8. (Original) A method as recited in claim 6:

20 wherein the URL further comprises a reference to one or more computer
21 programs on the first computer; and

22 wherein the operations of determining the context sensitive help and
23 retrieving the context sensitive help are performed by the one or more computer
24 programs using a server-side scripting interface that generates dynamic content.

1 9. (Original) A computer readable medium comprising computer-
2 executable instructions for performing a method as recited in claim 1.

3
4 10. (Currently amended) A computer-readable storage medium
5 comprising one or more program modules for providing context-sensitive help for
6 a Web-based user interface (UI) of a first computer to a second computer, wherein
7 the one or more program modules comprise computer-executable instructions for:

8 receiving a request for a set of context sensitive help corresponding to a
9 Web-based UI of the first computer, the request being received at the first
10 computer, the Web-based UI comprising a user-interface object and corresponding
11 to one or more functions of the first computer, the Web-based UI being presented
12 on the second computer, the first computer being operatively coupled to the
13 second computer over a network, the context-sensitive help answering a “What is
14 the user-interface object?” or a “Why would I use the user-interface object?”
15 question type; and

16 responsive to receiving the request, the first computer:

17 generating a second Web page comprising the context-sensitive
18 help; and

19 communicating the second Web page to the second computer for
20 presentation.

21
22 11. (Original) A computer readable storage medium as recited in
23 claim 10, wherein the first computer is a server appliance.

1 12. (Original) A computer-readable storage medium as recited in
2 claim 10, wherein generating the second Web page further comprises instructions
3 for:

4 generating the second Web page to be compatible with a platform of the
5 second computer, the platform being comprising an operating system platform, a
6 Web browser platform, a preferred language, an intended use of the second
7 computer, and/or predetermined preferences of a user.

8
9 13. (Original) A computer-readable storage medium as recited in
10 claim 10, wherein the computer-executable instructions further comprise
11 instructions for:

12 communicating, by the first computer, the Web-based UI to the second
13 computer, the first Web-based UI comprising a persistent object mapped to a set of
14 context-sensitive help that corresponds to the one or more functions.

15
16 14. (Original) A computer-readable storage medium as recited in
17 claim 10, wherein the computer-executable instructions for generating the second
18 Web page further comprise instructions for retrieving the context sensitive help
19 from one or more help files.

1 15. (Original) A computer-readable storage medium as recited in
2 claim 10, wherein the computer-executable instructions further comprise
3 instructions for:

4 communicating, by the first computer, the first Web-based UI to the second
5 computer, the first Web-based UI comprising a persistent object mapped a set of
6 parameters comprising a set of context-sensitive help corresponding to the one or
7 more functions, a URL of the first computer, and a unique ID corresponding to the
8 first Web-based UI; and

9 wherein the computer-executable instructions for receiving the request
10 further comprise instructions for:

11 receiving the request at the URL, the request comprising the unique ID; and

12 wherein the computer-executable instructions for generating the second
13 Web page further comprise instructions for:

14 identifying the context sensitive help based on the unique ID.

15
16 16. (Original) A computer-readable storage medium as recited in
17 claim 10, wherein the first Web page further comprises a reference to one or more
18 computer programs on the first computer; and wherein the computer-executable
19 instructions for generating the second Web page further comprises instructions for:

20 generating the second Web page with a server-side scripting interface for
21 generating dynamic content that is identified by the one or more computer
22 programs .

1 17. (Original) A computer-readable storage medium as recited in
2 claim 10, wherein the first Web page further comprises a reference to one or more
3 computer programs on the first computer; and wherein the computer-executable
4 instructions for generating the second Web page further comprises instructions for:

5 generating the second Web page with a server-side scripting interface for
6 generating dynamic content that is identified by the one or more computer
7 programs.

8
9 18. (Original) A computer comprising a processor that is operatively
10 coupled to one or more computer-readable storage media as recited in claim 10,
11 the processor being configured to execute the computer program instructions.

1 19. (Currently amended) A system for providing context-sensitive help
2 for a Web-based user interface (UI), the system comprising:

3 a memory comprising a set of computer-executable instructions; and

4 a processor coupled to the memory, the processor being configured to
5 execute the computer executable instructions for:

6 communicating the Web based UI to a different system for
7 presentation;

8 responsive to receiving a request for context sensitive help,
9 determining a set of context-sensitive help that corresponds to the Web-based UI,
10 the Web-based UI comprising a user-interface object, the request for context-
11 sensitive help requesting a “What is the user-interface object?” or a “Why would I
12 use the user-interface object?” answer type; and

13 communicating the context-sensitive help to the different system for
14 presentation.

15
16 20. (Original) A system as recited in claim 19, wherein the Web-based
17 UI further comprises a persistent help object that is programmed, responsive to
18 user selection, to communicate a context-sensitive help request message to the
19 system.

20
21 21. (Original) A system as recited in claim 19, wherein the Web-based
22 UI further comprises a persistent help object that is programmed to send, upon
23 selection, a context-sensitive help request message to a URL that identifies the
24 system.

1 22. (Currently amended) A system as recited in claim 19, wherein the
2 Web-based UI further comprises a persistent help object that is programmed,
3 responsive to user selection, to communicate a context-sensitive help request
4 message to the system, the context-sensitive help request message comprising a
5 unique ID corresponding to the Web-based UI, UI, and wherein the computer-
6 executable instructions for determining further comprise instructions for:

7 identifying the context-sensitive help based on the unique ID.
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9 23. (Original) A system as recited in claim 19, wherein the computer-
10 executable instructions for determining further comprise a server-side scripting
11 interface for returning dynamic content to the system and wherein the context-
12 sensitive help is dynamic content.
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14 24. (Original) A system as recited in claim 23, wherein the server-side
15 scripting interface is selected from a set of scripting interfaces comprising a
16 Common Gateway Interface and/or an Internet Server Application Program
17 Interface.
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1 25. (Original) A system as recited in claim 19, wherein the computer-
2 executable instructions further comprise instructions for:

3 encapsulating the context sensitive help into a Web page that is compatible
4 with a platform of the computer selected from a combination of platforms
5 comprising an operating system, a Web browser, and/or a language; and

6 wherein the computer-executable instructions for communicating further
7 comprise instructions for:

8 communicating the context sensitive help embedded in the Web
9 page.

10
11 26. (Original) A user interface embodied in a computer-readable storage
12 medium for providing context-sensitive help for a remote user interface (UI), the
13 user interface comprising:

14 a first area for displaying, on a first device, a remote UI that corresponds to
15 a second device the remote UI comprising a user-interface object; and

16 a second area within the first area for providing a context-sensitive help
17 control for accessing a set of context sensitive help ~~that corresponds to the remote~~
18 user interface to answer a “What is the user-interface object?” or a “Why would I
19 use the user-interface object?” question type.

20
21 27. (Original) A user interface as recited in claim 26, wherein the
22 context-sensitive help control is a representation of a question mark.

1 28. (Original) A user interface as recited in claim 26, wherein the
2 context-sensitive help control is mapped to a URL that comprises a unique ID that
3 corresponds to a particular Web page of the Web-based UI, the unique ID
4 referencing the context-sensitive help.

5
6 29. (Original) A user interface as recited in claim 26, wherein the
7 context-sensitive help control is mapped to a URL comprising a reference to a
8 computer program module and one or more parameters for the computer program
9 module, the one or more parameters being a combination of parameters
10 comprising a unique ID corresponding to the Web-based UI, an operating system,
11 a Web browser, a software version indication, and/or a language, the computer
12 program module and the one or more parameters being used by the second device
13 to identify, retrieve, and/or modify the context-sensitive help.

14
15 30. (Original) A user interface as recited in claim 26, wherein the second
16 device is a server appliance.

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18 31. (Original) A computer comprising a processor that is operatively
19 coupled to a memory comprising computer-executable instructions for displaying
20 a user interface as recited in claim 26.